sumtotal

Workstation Requirements

REQUIREMENTS OVERVIEW

The following document provides segments from common issues Customer Support encounters in the day-to-day support of learners. This guide assists with the troubleshooting of these common issues.

High-Speed Internet Connection: ensures the best Learner experience with the online courses.

Dial-Up Connection: may take several minutes to load the course pages and is not recommended for most courses that require more bandwidth.

Internet Explorer 6.0 or Higher: is recommended for the best courseware experience.

Cookies and Scripting: should be enabled on the learner's workstation in order to allow bookmarking of courseware.

If the learner continues to have a problem with these or other related items pertaining to the Learning Management System, please contact us so that we may assist further.

USER NAME OR PASSWORD

The Learning Management System provides learners the option of requesting a **password** using the **Forgot Password** link on the log in screen.

- This option requires that the learner's user profile contains an email address in the system

COURSE LAUNCH

1) My course does not launch when I click the link on the Course Activities page.
2) I click on the course link and I receive a blank window.
3) The course window opens after I click the course link, but the course content does not load.

Refer to the following sections for assistance:
1. Popup Blockers
2. Internet Options

COURSE STATUS

1) I have completed the course, but the status still shows Not Attempted.

2) I have completed the course, but the status remains as In Progress.

General Information:

- The exit feature within the course bookmarks and saves the course information
- Verify all sections of the course are complete
- If a test is required for completion, ensure the test is complete
- If the course does not complete, the Learner may try refreshing the Internet page
- Some courses require that every page be viewed
- Do not use the red "X" to exit the course unless this is the only exit option for the course

Refer to the following sections for additional assistance:
1. Internet Options
2. Java Settings
3. Adobe Flash and/or Shockwave Player
4. Cookies and Scripting
5. Firewalls

COURSE COMPLETION CERTIFICATE

1) I have completed the course, but can't access the Completion Certificate.

General Information:

- If the Completion Certificate does not show, the Learner may try refreshing the Internet page
- Learner may need to install Adobe Reader 9.0 or higher
- Certificate will open in a new window (pop-up blocker turned off)

INTERNET OPTIONS

1. Click on **Tools** from the menu bar.
   - Select **Internet Options** from the drop-down
2. **General Tab**--click **Delete** button under Browsing History
   - Select the first four checkboxes
   - Click **Delete**
   - Click **OK**
3. **Security Tab**—click the **Default Level** button
   - Set the security level to **Medium-high**
   - Click **Apply** and **OK**
4. **Privacy Tab**--Set the privacy level to **Medium**
   - Disable the **Windows popup blocker**
5. **Advanced Tab**—Scroll down the list until you come to the **Java** option(s)
   - Ensure that **Java** (SUN) **Enabled** (checked)
   - Click **Apply** and **OK**
   - If you do not have **Java** (Sun), contact your IT staff to request the install of the latest **Java** version on your workstation
6. **Restart** your workstation

POPUP BLOCKERS

In Internet Explorer 6.0 or higher
1. Click **Tools**
2. Select **Pop-up Blocker**
3. Select **Turn off Pop-up Blocker**

1. Right-click on the **File** menu
2. Uncheck everything except **Standard Buttons**, **Address Bar**, **Links**, and **Lock the Toolbars**
   - Google and Yahoo toolbars may have pop-up blockers inside them

To disable third party tool bars with pop up blockers:
1. Click **Tools**
2. Click **Internet Options**
3. Click on the **Advanced Tab**
4. Under **Browsing - u**ncheck the box next to **Enable third-party browser extensions**
5. Restart Internet Explorer for these changes to take effect

ADOBE FLASH AND SHOCKWAVE PLAYERS

1. Click on your **Windows Start button**
2. Click on **Settings**
3. Click on **Control Panel**
4. Click on **Add/Remove Programs**
5. Adobe Flash Player is one of the first items listed. If it is not listed, select the version and "Click here for support information."

Note: Articulate courses may not work with Adobe Flash Player 10, however version 9 or anything previous will.

FIREWALL

Learner may have issues due to a firewall blocking the Internet pages.

Common Firewall Programs:

- **Norton Internet Security**
- **McAfee Privacy Service**

We recommend temporarily disabling these programs

CLEAR CACHE – INTERNET EXPLORER 8

1. Select **Tools** menu
2. Select **Internet Options**
3. In the **Browsing History** section, click the **Delete** button
4. Select the first four checkboxes
5. Click **Delete**
6. Click **OK**
7. Click **OK** at the bottom of the Internet Options window
8. **Restart** browser
9. **Log** back into the site

CLEAR CACHE/COOKIES—INTERNET EXPLORER 7.0

1. Select **Tools** menu
2. Select **Internet Options**
3. In the **Browsing History** files tab, click **Delete**
4. Click **Delete all**
5. Place a checkmark to **Also delete files and settings stored by add-ons**
6. Click **Yes**
7. Click **OK** at the bottom of the Internet Options window
8. **Restart** browser
9. **Log** back into the site

SECURITY AND PRIVACY SETTINGS
COOKIES AND SCRIPTING – INTERNET EXPLORER 7.0

1. Select **Tools** menu
2. Select **Internet Options**
3. Click the **Security** tab
4. Click the **Custom Level** button
5. In the **Reset to** drop-down, select **Medium**
6. Click the **Reset** button
7. To confirm the change, click **Yes**
8. Click the **OK** button

COOKIES AND SCRIPTING
INTERNET EXPLORER 8

1. Select **Tools** menu
2. Select **Internet Options**
3. Click the **Security** tab
4. Click the **Custom Level** button
5. In the **Reset to** drop-down, select **Medium-high**
6. Click the **Reset** button
7. To confirm the change, click **Yes**
8. Click **OK**

JAVA – INTERNET EXPLORER

Setting Internet Options
1. Click **Tools**.
2. Click **Internet Options**.
3. Click the **Advanced** tab.
4. Locate the **Browsing** section.
5. Check both **Disable Script Debugging** options.

Enabling Java Add-ons
1. Click **Tools**.
2. Click **Manage Add-ons**.
3. Make sure **Toolbars and Extensions** are selected in Add-on Types.
4. In the drop down menu select **All add-ons**.
5. Scroll down until you see **Oracle America, Inc**.
   - All of the Plug-ins must show **Enabled** in the Status column.
   - You can enable these by clicking the Enable in the Manage Add-ons window.
   - If the Enable button is grayed out after selecting the Plug-in name above, be sure you are logged into your computer with an Admin account.
   - If there is no Oracle America, Inc. heading listed then Java is not currently installed

Note: If you locate Microsoft VM.
- Check the last box under **Microsoft VM**.
- If **Java (Sun)** is listed above Microsoft VM, uncheck the boxes below Microsoft VM and check the box under Java 2 V1.4x.
- If you have **Java (Sun)** and cannot locate **Microsoft VM**, check the box for Java 2 V1.4x.
- Click the **OK**.

Note: Courses may have trouble launching using Java version 1.6 or higher with Internet Explorer 6.0.